

**Continental Airlines**  
 DING/RONGMS  
 PTKT I  
 Name: 12 JUN  
 Date: 12 JUN  
 OnePass: 88HRJQ

Flight: C0 99Y

Gate: C75

Seat: 21D

Please provide optional contact information on the reverse of this boarding pass.

IRG PAPER TKT

# BOARDING PASS

212  
 Name: 12 JUN  
 Date: 12 JUN  
 OnePass: 88HRJQ  
 Mileage: 212

Flight: C0 99Y

Gate: C75  
 Seat: 21D

Board Time: 225P

**Continental Airlines**  
 DING/RONGMS  
 212

**中国南方航空**  
 CHINA SOUTHERN  
 NAME OF PASSENGER  
 DING/RONGMS  
 FROM  
 HONGKONG  
 TO  
 GUANGZHOU

FLIGHT CLASS DATE TIME  
 CZ 308 M 14 JUN 1620

GATE BOARDING TIME SEAT SMOKE  
 G26 1540 6C KX

禁止吸烟场所 THIS IS A NON SMOKING FLIGHT

**經濟艙 ECONOMY**  
 CLASS

REV. 9-98

Dear Customer/Estimado Cliente:  
 Thank you for taking a moment to provide optional contact information.  
 Agradecemos que nos proporcione información opcional sobre otra persona con la que podamos ponernos en contacto.

Name/Nombre: \_\_\_\_\_  
 Phone/Contacto/Telefono: \_\_\_\_\_  
 (Include country code, area code & number. Incluye las claves del país y la ciudad y el número de teléfono.)  
 This information is only retained for 24 hours. Esta información se retiene solamente 24 horas.

(Must not be travelling with you today. No debe estar viajando con usted el día de hoy.)

International Documentation Checklist (To be completed by Continental Agent only)

Customer's Nationality:	For	Country
Expiration:	No / Yes	
If no ID used:	No / Yes	
Expiration:	No / Yes	
Verify forms:	No / Yes	

Destination Country: \_\_\_\_\_  
 Passport Required: \_\_\_\_\_  
 APIS Completed: \_\_\_\_\_  
 Valid Visa Required: \_\_\_\_\_  
 Visa Waiver Applicant: \_\_\_\_\_  
 Tourist Card Issued: \_\_\_\_\_  
 US Taxes / Fees Collected: \_\_\_\_\_

This portion of the boarding pass should be retained as evidence of your journey.

Esta porción del pase de abordar debe guardarse como prueba de su viaje.

# Continental Airlines



340053

RECEIVED

OCT 12 2007

Risk Management

## CUSTOMER INCIDENT REPORT

FORM TO BE COMPLETED BY CUSTOMER ONLY.  
THEY MAY COMPLETE IT ON THE SPOT, OR TAKE IT WITH THEM  
AND MAIL IT TO THE ADDRESS AT THE BOTTOM OF THE FORM

NAME OF CUSTOMER OR INJURED PARTY		FIRST	INITIAL	LAST
		RONG		DING
HOME ADDRESS	STREET NO.	CITY	STATE	ZIP TELEPHONE #
	90 PITT. ST # 2C	New York	NY	10002 212 226 7672
SOCIAL SECURITY NO.	SEX	DOB	OFFICE TELEPHONE #	
120 746313	FEMALE	Jun 26 1930		
DATE AND TIME OF INCIDENT			DESCRIBE THE EXACT LOCATION OF INCIDENT	
Jun 13 8:30-9:00 PM			Left humerus	
FLIGHT #	FROM:	TO:		
CO 99Y	New York	Hong Kong		
CD* ABHJG				
WAS EMERGENCY TREATMENT OFFERED? Y/N IF YES, WHO PROVIDED TREATMENT?		WAS IT ACCEPTED? Y/N IF NO, WHY NOT?		
No		The captain told us there is no doctor on the airplane		
DESCRIBE THE INCIDENT IN DETAIL:				
On Jun 12, 2007 Ms Ding Rong took flight CO 99Y from New York to Hong Kong. About 50 minutes before arriving Hong Kong, Ms Ding went to Rest Room of the airplane. Suddenly the airplane encountered the turbulence and jolted Ms Ding fell down to the ground and injured her left arm, the (air hostess) helped Ms Ding back to the seat. As soon as the airplane arrived Hong Kong after 46 minutes, Ms Ding was sent to Princess Margaret hospital by ambulance. under the approve of the doctor of Margaret hospital, Ms Ding transfered to the Guangzhou Red Cross hospital on Jun 15 9:00 AM and discharged from there on Jun 29 12:00 AM				
DESCRIBE INJURY:				
1. Left humerus fracture and Radial nerve injured 2. Hypertension				
WITNESSES (PRINT): NAME		ADDRESS	TELEPHONE #	
Shu Ji Liang		90 PITT. ST # 2C New York	212 226 7672 (91 7293 7819)	
(SON OF MS DING / RONG)				
		SIGNATURE: MR. LIANG / SHU JI		
		DATE: Oct July 2007		

INFLT 24 (4/99)  
00-0703-3-1299

MAIL TOP (WHITE) COPY TO:

CONTINENTAL AIRLINES  
RISK MANAGEMENT DEPARTMENT - HQSRK  
P.O. BOX 4607  
HOUSTON, TX 77210-4607

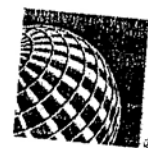
FEMALE CO ORIENTAL INFLIGHT THAT SPOKE MANDARIN



From Shirley Danku 18669

Ding

Continental  
Airlines



To

Gladys Frizarry

RE: C I R

During the phase of flight this occurred, I was busy doing ISM duties regarding Landing Preparation. I wasn't informed of the incident until we were in final approach. Not sure which F/A was doing the final walk through. Seat-back traytable - seat belt confirm. This is when the pax told the F/A about his mother's fall.

F/A said she told the Lady to return to her seat earlier in the flight. Seat belt sign was on. It was moderate to rough turbulence. Pax Rong Di insisted she was going to use the Lav. This is apparently when she fell.

The Captain had told us to take our jumpseats for Landing when all of this was brought to my attention. Paramedics met the flight as I broke through the sterile light and informed flight deck. The station...

Dim



## Continental Airlines

FAX

TO: Gladys Irizarry  
EWR INFLIGHT

FAX: (973) 681-1892

DATE: 09/26/2007

FROM: LYNN BABB  
RISK MANAGEMENT  
713-324-5661-FAX  
(888) 870-8481 Ext:-PHONE

PAGES: 1 INCLUDING COVER SHEET

RE: PAX-RONG DING  
EWR/HKG  
DOI-6/12/2007  
FLT#99

The pax is alleging that she dislocated her elbow when she fell due to turbulence. Did anyone witness this? Was there turbulence? Was it bad? Was the seat belt light on? Did anyone see the injury?

PLEASE HAVE THE FOLLOWING F/A'S PROVIDE ME WITH A STATEMENT CONCERNING THIS ALLEGED INCIDENT.

Zhang, Hai Yang (F7117) - PL Castle, Jean (0991K) - PL Wong-Low, Dorothy (0980H) - J. Frank

Rapchak, Lynne (10949) - SA Kwong, Rachel (F6887) - PL Driskell, Teri (0922C) - J. Frank

Cheatham, Vanessa (0618N) - Dm Wong Wai Ming (E8158) PL Danku, Shirley (98669) - Dm

PLEASE FAX A WRITTEN STATEMENT AND INCLUDE THE PASSENGER'S NAME ON EACH STATEMENT. IF THERE IS AN INFLIGHT REPORT ON THIS PASSENGER'S INCIDENT, PLEASE FAX THE REPORT. IT IS IMPERATIVE THAT ALL F/A'S RESPOND IN A TIMELY MANNER EVEN IF THEY REMEMBER NOTHING.

JUST FACTS. NO PERSONAL COMMENTS. PLEASE - IF YOU HAVE QUESTIONS OR WISH TO DISCUSS THE INCIDENT PLEASE CALL Lynn Babb AT (888) 870-8481 Ext:

Please make a thorough search of and retain all original documents, files, notes, and e-mails, whether in electronic or hard copy format. You must also put a hold on any normal destruction of such documents, files, notes, and e-mails under Continental's Record Retention Policy, or elsewhere in your normal file deletion practices, until further notice.

I remember a <sup>chinese</sup> lady being met in HKG by medical personnel. It was a turbulent flight F/A's asked paxs to be seated many, many times!!! some paxs persisted to stand up!!! walk around, etc... go to bathroom, etc...

F/A #0980H  
Dorothy M Wong-low